



## Expedited Bulk Payments to Utility Providers

Utility providers can now receive bulk payments covering past due amounts for customers who have been economically impacted by Covid-19. Through this new process, payments to utility providers will be streamlined and consolidated by covering multiple customers in one bulk payment, or a series of bulk payments.

This new process makes it easier for utility providers to collect past-due payments for qualified applicants. In this expedited process, customers just complete a simple form certifying they are a renter that has been impacted by Covid-19 and need utility assistance. The customer **does not** need to complete a full application if they are only applying for utility assistance.

### How does the bulk process work?

There are three simple steps in the bulk distribution process.

1. Utility providers share self-certification forms for completion by eligible customers.
  - The form can be shared via mail, electronically, or in any other capacity.
  - The form certifies that the customer is: 1) eligible to participate in the program, 2) authorizes the state to pay the utility company on behalf of the customer, and 3) authorizes the state to access customers' utility account information.
2. Utility providers collect forms and complete the DFA template spreadsheet and upload completed information to a secure portal.
  - Data submission is limited to no more than 200 entries.

*Utility provider is responsible for validating its clients' delinquency amounts before submitting the form to the Department of Finance and Administration.*

3. Utility providers must also:
  - Submit a NM Substitute W9
  - Choose direct deposit as the method to receive bulk payments
  - Attached a voided check
4. DFA reviews bulk submittal, approves eligible customers, and processes a single payment for all approved expenses directly to the utility provider.